Washington State Department of Social & Health Services

The Short-Cut Guide to Getting Ready for ProviderOne

Six Steps for Ensuring Readiness for Medical, Dental, and Vision Billing Providers

Step 1: Security Administration

Setting up users who will interact with ProviderOne on the Web

Who

Security Administrator(s) for your organization (we suggest setting up two Security Administrators)

How to Set Up Security

A. Take the Security tutorial: http://hrsa.dshs.wa.gov/ProviderOne/documentation/Tutorials/Security/Security/Security_Overview.htm
B. For each NPI, obtain temporary user ID/password for the Security Administrator(s) at https://fortress.wa.gov/dshs/npicaphrsa
C. Important! Use the temporary user ID/password to log on and create permanent System Administrator account for yourself: https://www.waproviderone.org
D. Log in with the new System Administrator profile, then create accounts for your other users and assign profiles. The user who will do registration activities needs the EXT Provider File Maintenance or EXT Provider Super User profile. A list of profiles is at: http://hrsa.dshs.wa.gov/ProviderOne/documentation/Security/EXT%20Provider%20Security%20Profiles.doc
E. Make changes to security as staff changes occur.

Tips

- **You can either complete steps A-D below OR complete the Security Spreadsheet** at: http://hrsa.dshs.wa.gov/ProviderOne/documentation/security/ProviderOneSecuritySpreadsheet.xls Spreadsheet instructions are at: http://hrsa.dshs.wa.gov/ProviderOne/documentation/Security/Instructions%20for%20Security%20Spreadsheet.pdf
- Set up user responsible for registration first so they can get started with Step 2: Registration.
- Refer to the *ProviderOne Provider Registration and Security Administration Manual*, page 119: http://hrsa.dshs.wa.gov/ProviderOne/documentation/Registration/PRR%20Desktop%20Reference%20guide.pdf

For security support, e-mail provideronesecurity@dshs.wa.gov or call 1-800-562-3022 (select options 2, 4, 1). Include a short description of your need in the subject line of any e-mail you send.

Step 2: Registration

Validating your provider file information converted from current Medicaid payment system

Who

User with Provider File profile (see step 1D above):
Set up with EXT Provider File Maintenance profile

How to Register

A. Complete the Registration E-Learning course: http://hrsa.dshs.wa.gov/ProviderOne/ELearning.htm
B. Log on to ProviderOne: https://www.waproviderone.org
C. Complete the steps in the Registration Business Process Wizard.

For Registration support, e-mail providerenrollment@dshs.wa.gov or call 1-800-562-3022 (select options 2, 4, 2). Include a short description of your need in the subject line of any e-mail you send.

Tips

- For a list of information you need to gather prior to completing registration, go to: http://hrsa.dshs.wa.gov/ProviderOne/Providers/Fact%20Sheets/P1PR006-908-PRR%20-What%20you%20will%20need.pdf
- In Step 3 of the Business Process Wizard (BPW), verify or change your taxonomy (which must be used on claims).
- In Step 3 of the BPW, the start date for taxonomy must be later than (after) the start date of your license in Step 5 of the Wizard.
- Steps 11-14 of the BPW are vital for HIPAA batch transactions. Be sure to link to a clearinghouse, if applicable, and assign who will receive the payment file.
- Remember to filter by “status” and “%” (wildcard) to see modifications.
- **Important!** Complete the Registration BPW for all of your organizational NPIs, then complete for servicing providers.

Step 3: Using New ProviderOne Client ID Number

ProviderOne Client ID must be used on all claims and adjustments submitted to ProviderOne, even if adjustment is for a claim paid by the legacy MMIS.

Who
All billing providers

A. Go to https://fortress.wa.gov/dshs/npicaphrsa for the PIC-to-Client ID Crosswalk tool.
B. Enter tax ID.
C. System displays crosswalk file of PIC to ProviderOne client ID number for those clients you've billed in the past two years.
D. Download file for updating your system.

> **Tip**
> Data on this tool is for testing purposes only until final data is available 30 days and again immediately before ProviderOne implementation.

For information about ProviderOne Client ID, go to:
http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR010_Client_Identifier.pdf

Step 4: Using New Taxonomy

When deciding which taxonomy to bill in ProviderOne, consider the line of business you are billing for, then select the taxonomy that best describes that line of business and service rendered. Be sure to use a taxonomy code that is associated with your ProviderOne file and was validated during registration.

Who
All billing providers

Verify taxonomy in Step 3 of Registration. Taxonomy codes:

- Identify a provider's type and area of specialization for the services being billed.
- Must be associated with the provider file AND the service you are billing must be allowed under the taxonomy. For example, a neurosurgery taxonomy code must be used for a brain surgery procedure.
- Are required on claims for billing providers.
- Are required on claims for servicing providers, if applicable.
- Are ***not*** required for the referring provider.
- Was assigned by DSHS in ProviderOne based on the way you've done business with us in the past.
- A biller can get a list of taxonomies assigned to their organization from the individual who maintains their provider file (see https://fortress.wa.gov/dshs/npicaphrsa/ for our taxonomy tool).

> **Tips**
> - Read *Using Taxonomy in ProviderOne*: http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR009%20taxonomy.pdf
> - If you submit HIPAA batch transactions (837, 835, 270/271, 276/277/278, etc.), a TPA is required.

Step *5: HIPAA Batch Submitters Only: Submit Trading Partner Agreement*

Prerequisite
Step 11 of the Registration Business Process Wizard must be completed.

Print TPA if directly submitting batch transactions: http://hrsa.dshs.wa.gov/providerenroll/ under "What's New." Sign and mail to: DSHS Provider Enrollment, PO Box 45562, Olympia, WA 98504-5562. (If you use a clearinghouse, they need to complete the TPA.)

Step 6: Test for HIPAA Compliance

For HIPAA batch submitters only (if you submit claims or directly interact with the system).

Prerequisites

- Determine file submission method.
- Set up security, if uploading files (see Step 1).
- Complete Registration (see Step 2).
- Submit Trading Partner Agreement (see Step 5).
- Obtain submitter number. This came to you in a letter from DSHS after we received the TPA and approved your registration.
- Modify systems per the state-specific Companion Guides (see Tip below).

Submit test files to the Electronic Data Interchange (EDI) environment per instructions in the Companion Guides: http://hrsa.dshs.wa.gov/dshshipaa/

> **Tips**
> - Read *HIPAA Batch Testing – Getting Started:* http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR007%20HIPAAtesting.pdf
> - Carefully read and follow DSHS' HIPAA Companion Guides when modifying your system: http://hrsa.dshs.wa.gov/dshshipaa/
> - These are supplemental to the Federal HIPAA Guidelines for basic file requirements.